

When doing NRM methods, you pretend to be a customer who has a faulty product that the company offers. No money is required in advance.

You can get success without any capital up front.

Ticket making / contacting Razer

For Razer products, you can open a ticket directly on their website. Fill out their form here (<https://www.razer.com/eu-en/contact-us>) and wait for an email from support.

Razer replies within a few hours most of the time.

Most first emails are followed by a second form, which goes something like this:

Full name, Email, Phone, Return mailing address, City, State/Province, Zip & Country.

The model name/color/style Serial No (

RZ is the model number, not the serial number)

Place of Purchase.

This step is quite important. Say you bought the item at a computer hardware store. For the US: pretended you were on Vacation in New York.

I highly recommend that create an invoice if you are unable to receive a proof of purchase from the seller that you messaged to get the serial number from.

Their Second Reply

You should get a response from them stating you should exchange it at the store once your email is submitted, along with everything you submitted.

This is where you state that you would do this under normal circumstances, however, the expense of traveling to the store from where you purchased the item outweighs the price of the actual item and that is why you contacted Razer directly.

They will ask you to ship the product to them
Then, your defective Razer (Product) should be sent to this address. The next step is to wait about 8-9 days for them to get back to you, and to inform them that you have sent the device.

Don't forget to quote the address they give you, so they know you didn't mistakenly send it to the wrong one, otherwise you'd be wasting your time, as they'll ask you in the next email if you've sent it to the right one.

They replied with this

" The tracking number for the device you shipped us would be greatly appreciated. " Say your courier didn't give you one, and you didn't know you had to get one because they never told you to.

Tell them that you brought the parcel in and explained to them that you wanted to ship it to their address. You paid the courier company, they took the parcel, and you were told it would arrive there within 3-4 business days.

Razer should reply with something similar to this.

" Can you tell me which courier you used please and if you have been provided a tracking number as of yet? I apologize for the inconvenience this far. "

Obviously, say no and tell them the courier you used. Make sure you pick one that offers to track but it costs more money to get tracking.

Razer will then reply with this if you succeed!

" Hello, Thanks for your patience. We have received the return and have already arranged for the replacement order to be processed. please allow some time for it to reach you. Thank you. "